

E-statements are formal account statements provided electronically to members through Internet Banking.

- **What do e-statements look like?**

E-statements are presented through the security of Internet Banking in a PDF file via Acrobat Reader. You will be required to have Acrobat Reader on your PC (Version 5 or above). You will be able to save or print your e-statement via Acrobat.

- **Who can have an e-statement?**

Any member or signatory that receives an existing statement from us and has access to Internet Banking

- **How do I register for e-statements?**

You are able to register for e-statements by contacting us, attending a Branch, or via Internet Banking where you can register yourself, as long as you have registered for Secure SMS or have VIP Token Security authentication.

- **How will I be advised that an e-statement is available?**

Once an e-statement is available via Internet banking, you will be sent a notification to your nominated email address. The email will not contain any links to our secure Internet Banking site; it will simply make you aware that you need to go to Internet Banking to view your latest statement.

- **How long will e-statements be available to view on-line?**

Historical e-statements will be available for 4 years.

- **Can I choose which accounts will be available on my e-statement?**

No, e-statements provide the same consolidated account details as paper based statements. It is a legal requirement to statement all accounts for the members' relationship.

- **Can joint owners or signatories of accounts receive e-statements?**

If only one statement is currently produced for members' joint accounts and this is to be delivered as an e-statement, then the statement will only be available on Internet Banking for the member who the existing paper based statement was addressed to. If the other joint owner(s) also want a copy of the statement via an e-statement on their Internet Banking, they can register for e-statements, and the Credit Union will establish a formal e-statement facility under their membership.

- **How do I de-register from e-statements?**

You can choose to de-register from the e-statements service at anytime via Internet Banking, or by calling us or dropping into a Branch. When you de-register from e-statements you will start receiving your regular paper based statement via the mail again.

- **How do I change my email address for e-statements notification?**

Log into Internet Banking, then go to the 'Manage e-statements' section and you are able to update your email address on-line.

E- Statement FAQ's



- **What happens if I do not receive email notifications?**

Check your email address for e-statement notifications in Internet Banking to ensure it is correct. If it is correct you will need to contact the Credit Union for further investigation.

- **What if the email notification returns to the Credit Union undelivered?**

If the email notification returns undelivered, we will make every attempt to contact you and have the error corrected. If we are unable to make contact with you, a paper based version of the statement will be produced and mailed to you with a notice advising that the email notification for your e-statement was unable to be delivered to the nominated email address for e-statements.

- **Will Fee Disclosure details be provided on e-statements?**

Yes, as they are on paper based statements.